

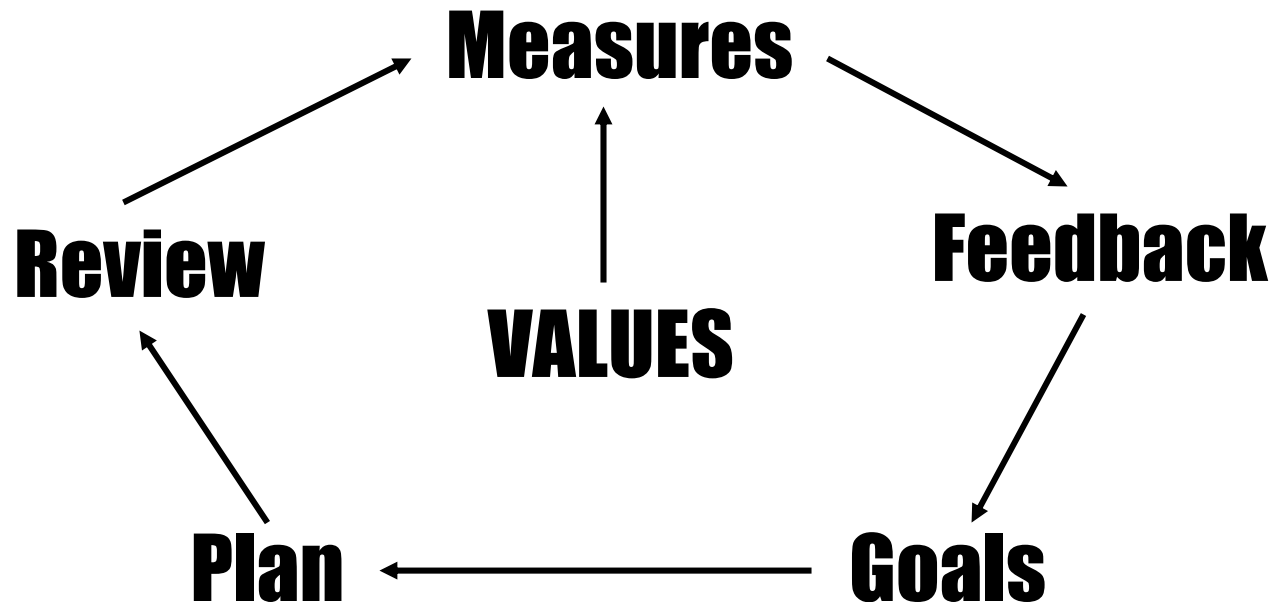


Department of Mental Health
Division of Alcohol and Drug Abuse

Performance Measures



Performance Measurement Process





Performance Measures

- All measures are based upon data.
- Measures are performance indicators. . .
though in some cases influenced by external factors beyond our control (e.g., statewide or regional employment fluctuations, state budget, federal funding, etc.)
- Measures are tied to Department Values.



DMH Core Values

1. Easy Access
2. Self Determination
3. Caring, Competent and Valued Staff
4. Community Integration
5. Prevention and Early Intervention

DMH Core Values & ADA Performance Measures

1. Easy Access

- Cultural respect
- Penetration rate

2. Self Determination

- Unsuccessful discharge
- Individuals in self-help groups

3. Caring, Competent, and Valued Staff

- Qualified substance abuse professionals
- Consumer satisfaction
- Consumer maltreatment

4. Community Integration

- Setting standards
- Employment status
- Homelessness

5. Prevention & Early Intervention

- Current use
- Lifetime use
- Age of first use
- Attitudes

Planning Document Format

Measure

Definitions

Visual

Who Collects the Data
and How

Purpose of Measure

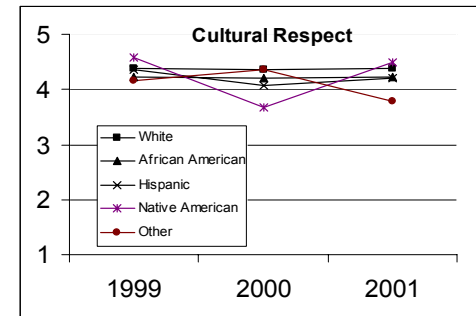
Methodology

Measurement Action Plan

EASY ACCESS – Cultural Respect

- 1 Measure: Average client satisfaction rating that agency staff respected the client's ethnic and cultural background.
- 2 Definitions: Consumer is an individual receiving general treatment or CSTAR services through ADA. Rating is a 1 = Not at all Satisfied to 5 = Very satisfied scale. Data are collected on the annual DMH Consumer Satisfaction Survey.

3 Visual:



Graph shows that consumers are satisfied and believe that agency staff respect their ethnic and cultural background

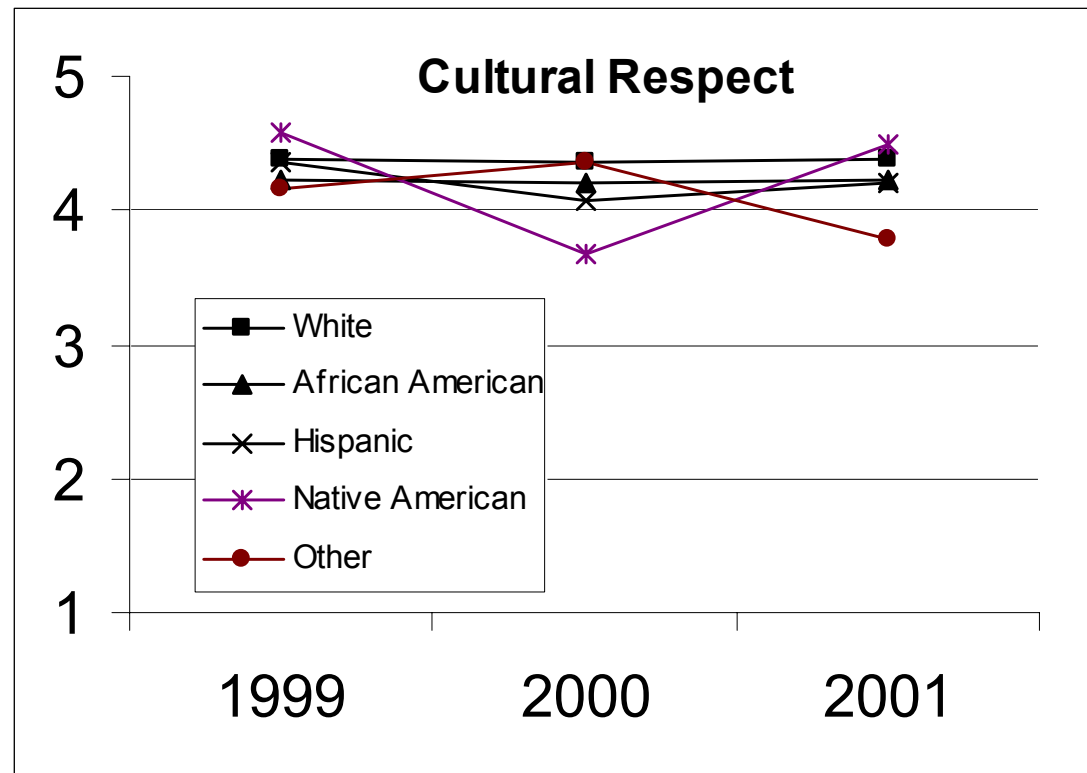
- 4 Who collects data: Office of Quality Management
Who creates visual: Research and Statistics Section
Who reviews the data: ADA Executive Staff
How often: Annually
- 5 This measure will help us decide: Whether consumers feel that cultural barriers prevent clients from receiving quality services.

Methodology: Each April the Department of Mental Health conducts a consumer satisfaction survey. All current consumers of ADA and CPS are given an opportunity to complete a survey. ADA and CPS providers distribute the survey directly to clients receiving services. In April 2001, 3037 alcohol and drug abuse services consumers returned surveys. For more information see: <http://www.modmh.state.mo.us/pm2001/survey.htm>

DMH Core Value: **Easy Access**

ADA Measure: **Cultural Respect**

- Measure: Average client satisfaction rating that agency staff respected the client's ethnic and cultural background.

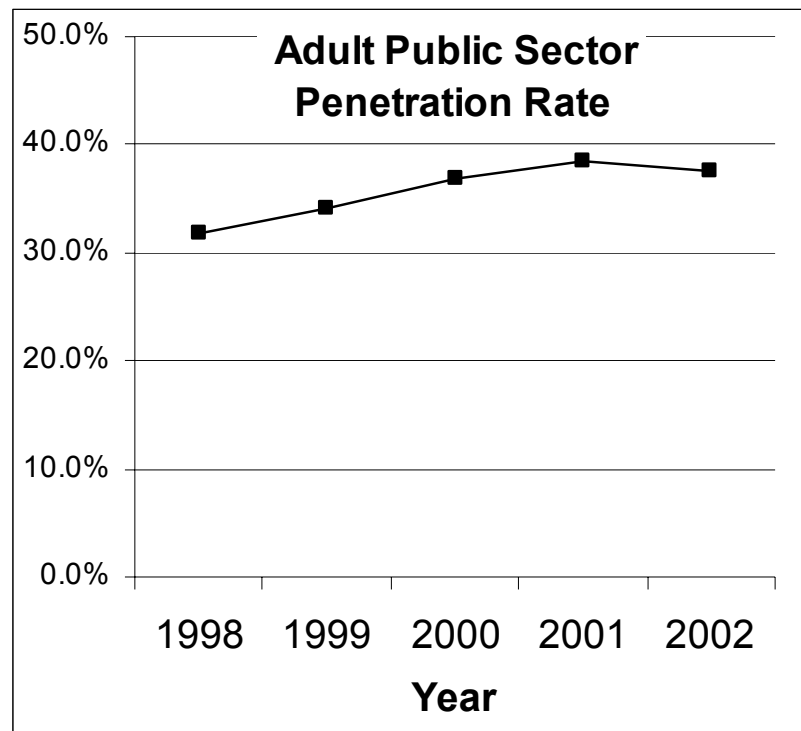


Why: This measure will help us decide whether consumers feel that cultural barriers prevent them from receiving quality services.

DMH Core Value: **Easy Access**

ADA Measure: Penetration Rate

- Measure: Number of unduplicated admissions divided by the public sector target market.

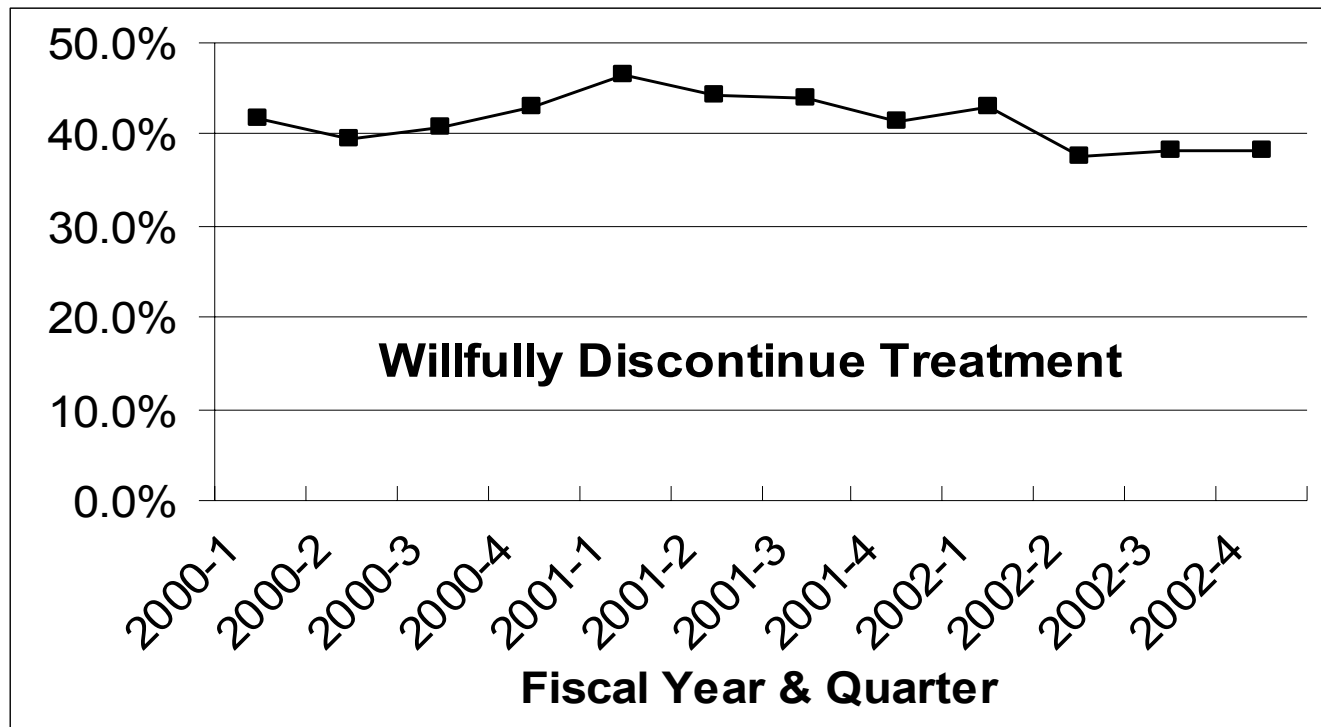


Why: This measure will help us decide how well we are meeting the need for publicly-funded substance abuse treatment.

DMH Core Value: **Self Determination**

ADA Measure: **Unsuccessful Discharge**

- Measure: Percentage of consumers that willfully discontinue treatment prior to successful discharge.

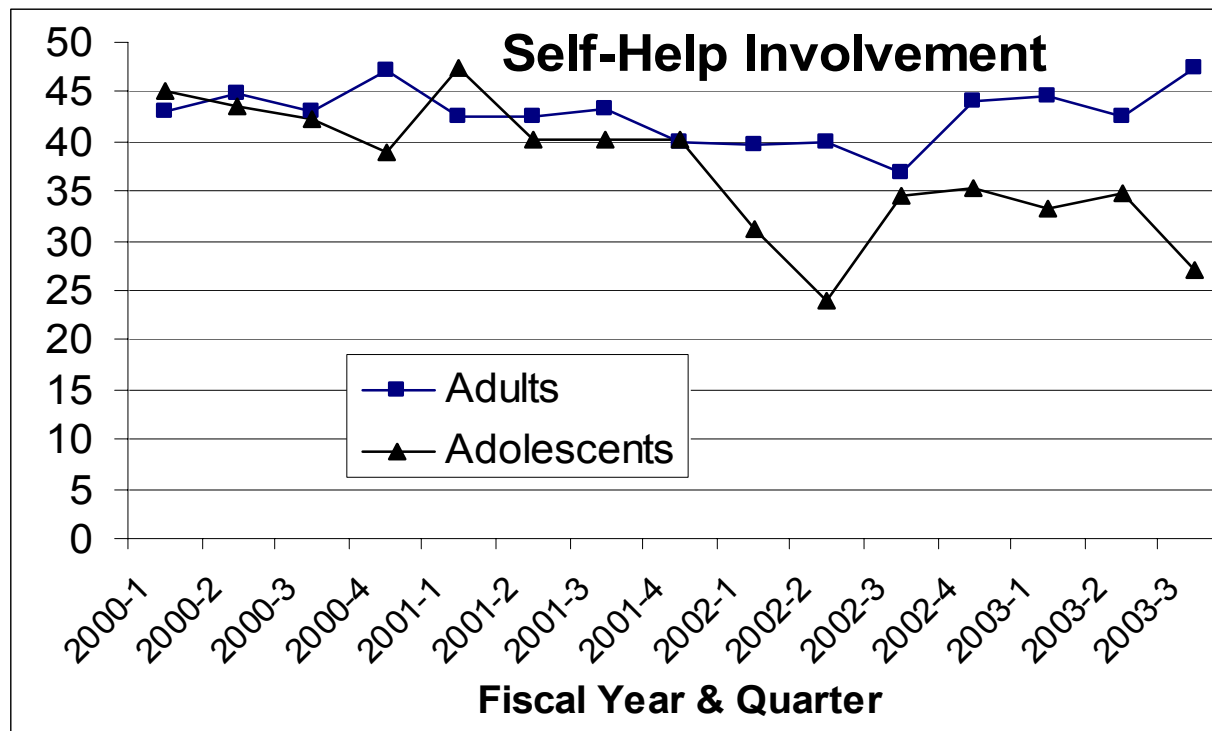


Why: This measure will help us decide whether training or other intervention is indicated for community-based programs to decrease the drop-out rate so that more consumers reach the point where their lives are self-determined rather than drug-determined.

DMH Core Value: **Self Determination**

ADA Measure: Individuals in Self-Help

- Measure: Percentage of consumers that engage in self-help/support groups.

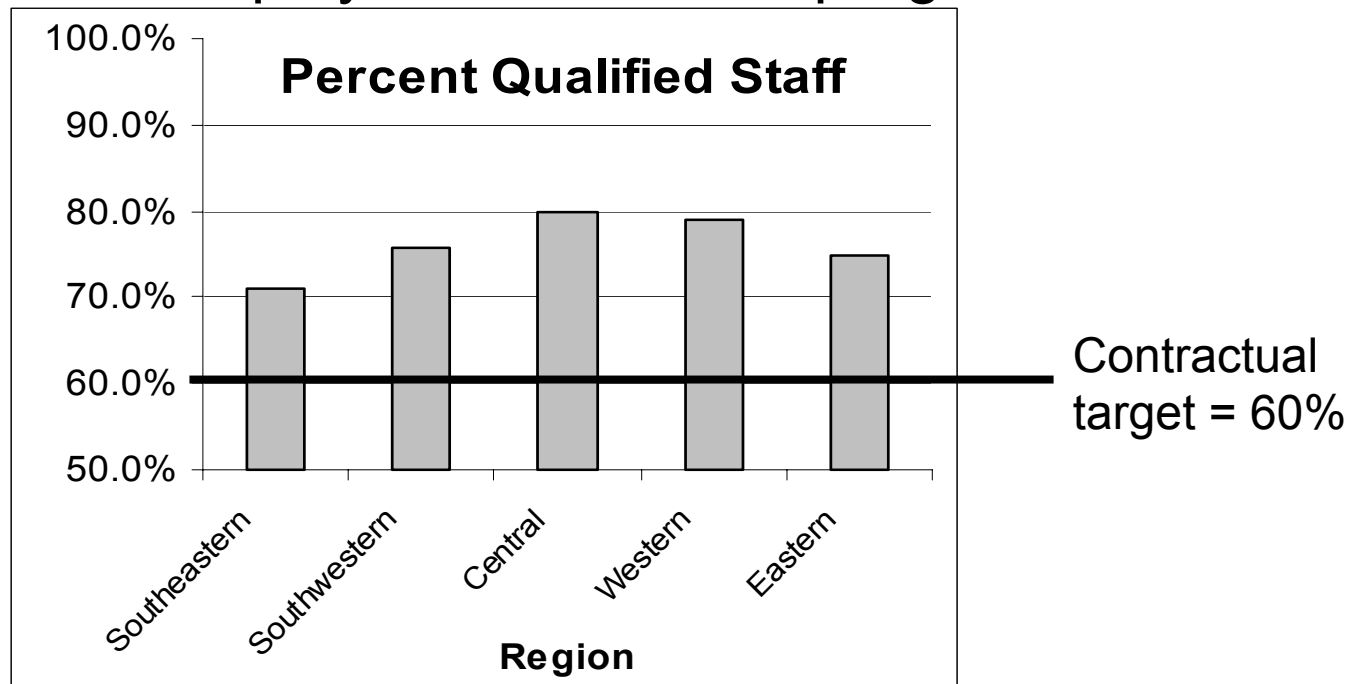


Why: This measure will help us decide the percentage of clients that demonstrate positive self-determination through participation in self-help/support groups.

DMH Core Value: **Caring, Competent Staff**

ADA Measure: **Qualified Professionals**

- Measure: Qualified Substance Abuse Professionals (certified, licensed, or by experience) as a percentage of all counselors employed in treatment programs.

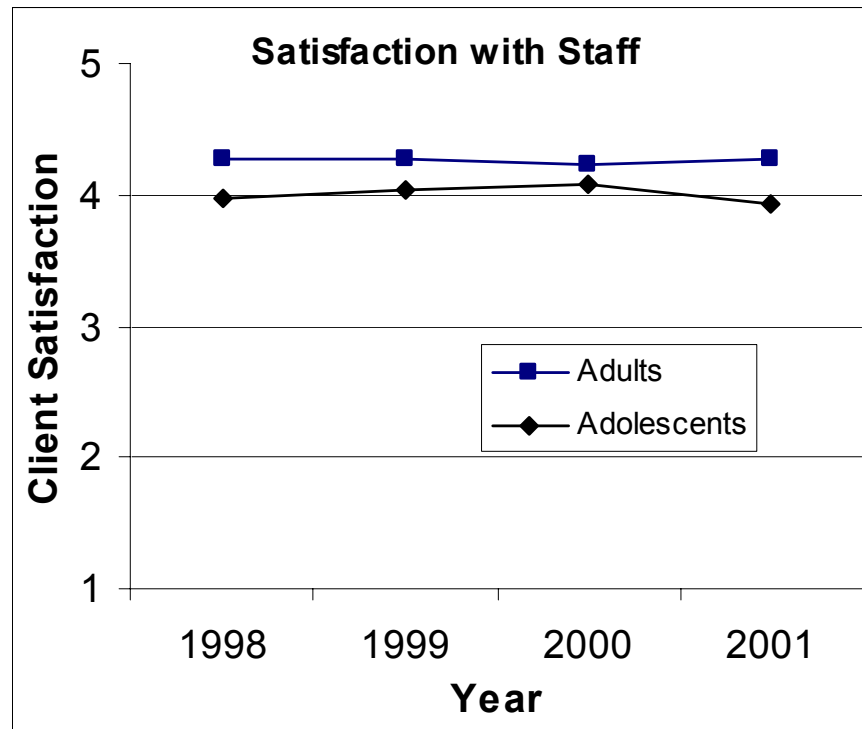


Why: This measure will help us decide which areas of the state are experiencing the most challenges in meeting the standard requirement for highly qualified staff. It may also help us determine if we need to initiate special training or recruiting for certain areas of the state.

DMH Core Value: **Caring, Competent Staff**

ADA Measure: **Consumer Satisfaction**

- Measure: Average Consumer satisfaction rating for question, “How satisfied are you with staff that serve you?”

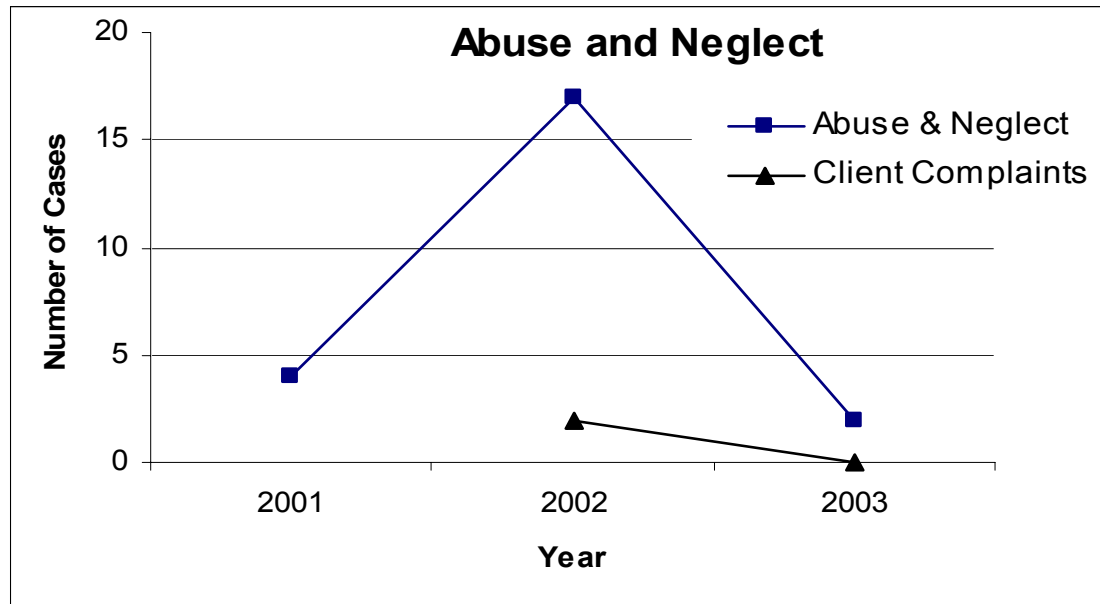


Why: This measure will help us determine if consumers are satisfied with treatment staff that provided care to them.

DMH Core Value: **Caring, Competent Staff**

ADA Measure: **Consumer Maltreatment**

- Measure: Number of substantiated abuse and neglect complaints and number of substantiated client complaints.



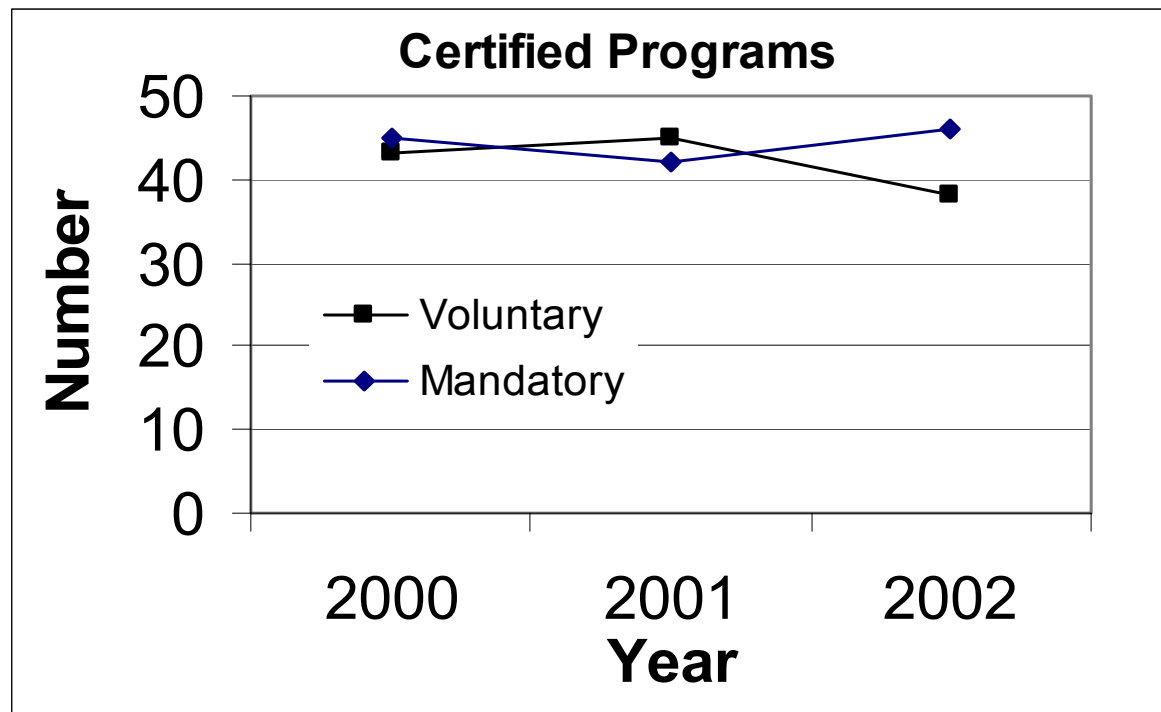
(Annually there are over 40,000 admissions to treatment programs and 27,000 admissions to SATOP programs.)

Why: This measure will help us decide if we are seeing an increase or decrease in substantiated cases. This will guide us in making decisions regarding staff and provider training needs.

DMH Core Value: **Community Integration**

ADA Measure: **Setting Standards**

- Measure: Number of Missouri substance abuse treatment entities utilizing ADA standards of care.

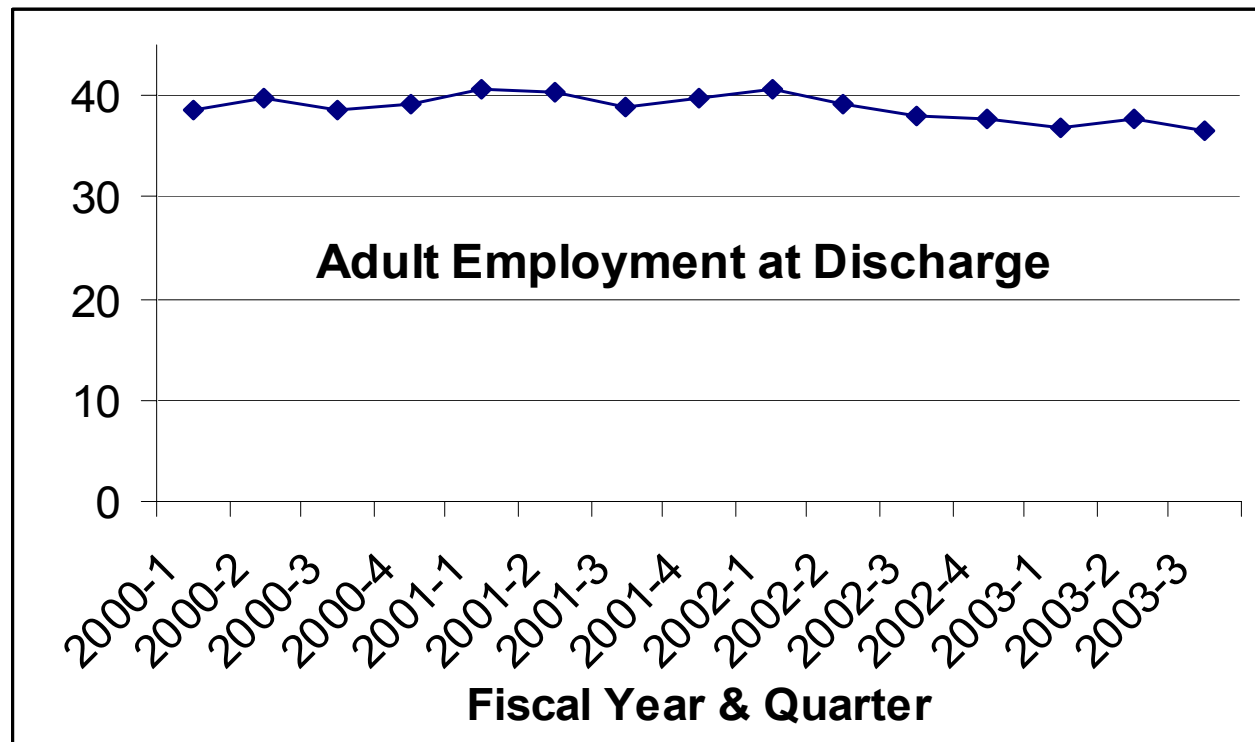


Why: This measure will help us decide the extent of acceptance and utilization of ADA standards of care by both mandated and non-mandated entities, thereby establishing ADA as the substance abuse authority in Missouri.

DMH Core Value: **Community Integration**

ADA Measure: **Employment Status**

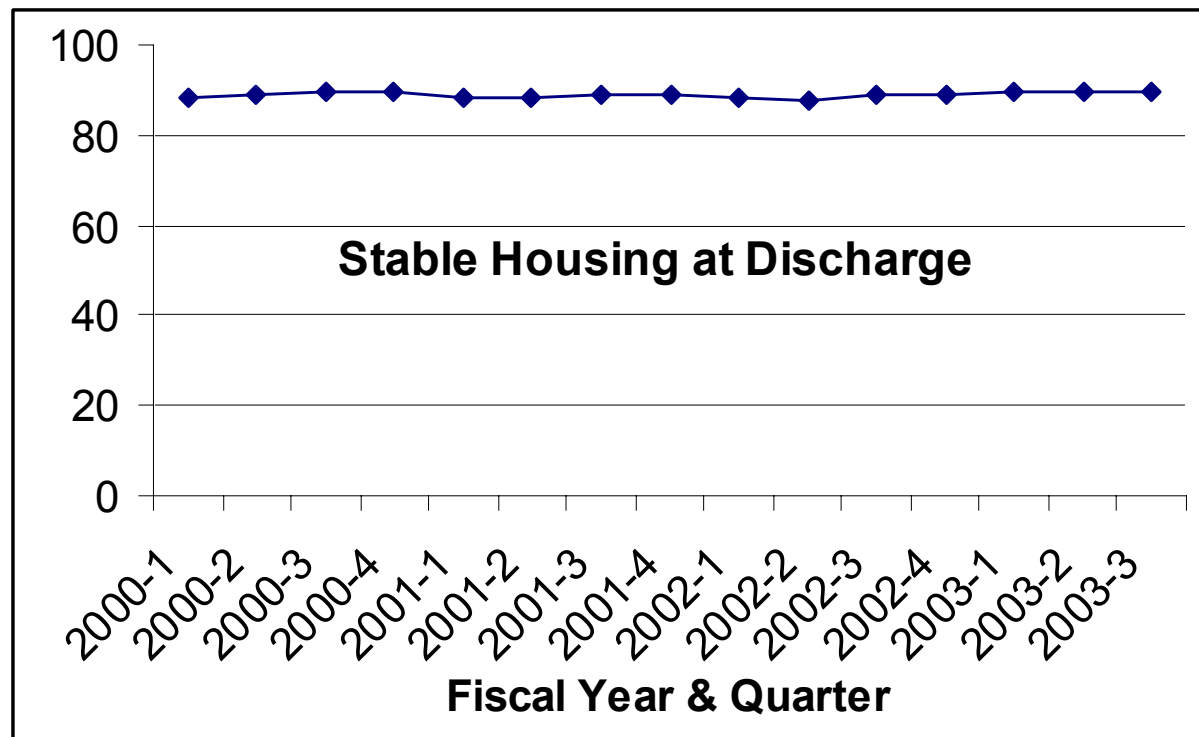
- Measure: Percentage of adult consumers (over 18) employed after successful completion of treatment.



Why: This measure will help us decide the ability of consumers to find work in their communities after completion of treatment, as well as the responsiveness of communities to their vocational needs.

DMH Core Value: **Community Integration**
ADA Measure: Homelessness

- Measure: Percentage of adult consumers with stable housing at completion of treatment.

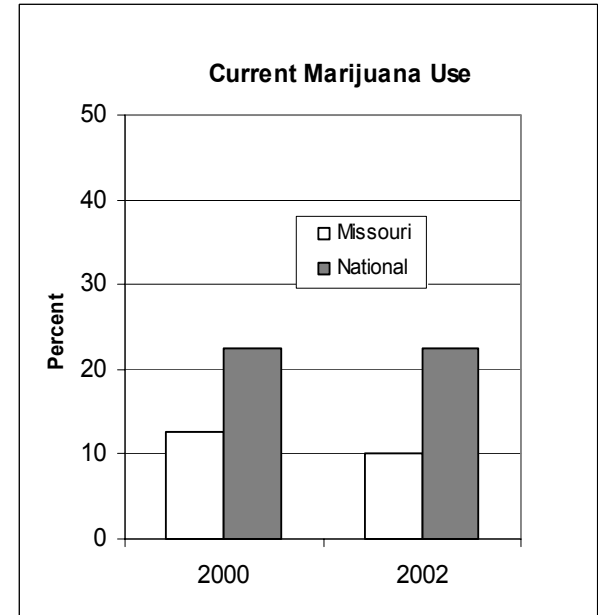
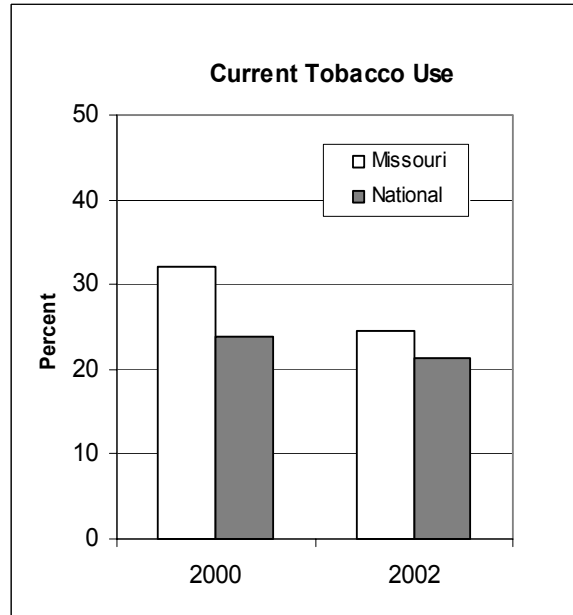
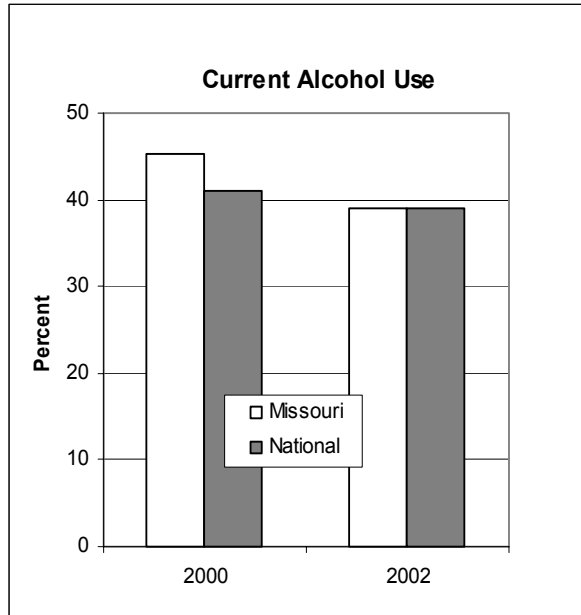


Why: This measure will help us decide if consumers are able to access stable housing in their communities following treatment, and if communities are responsive to their housing needs.

DMH Core Value: **Prevention & Early Intervention**

ADA Measure: **Current Use**

- Measure: Current (past 30-day) use of alcohol, tobacco and other drugs by 10th grade students.

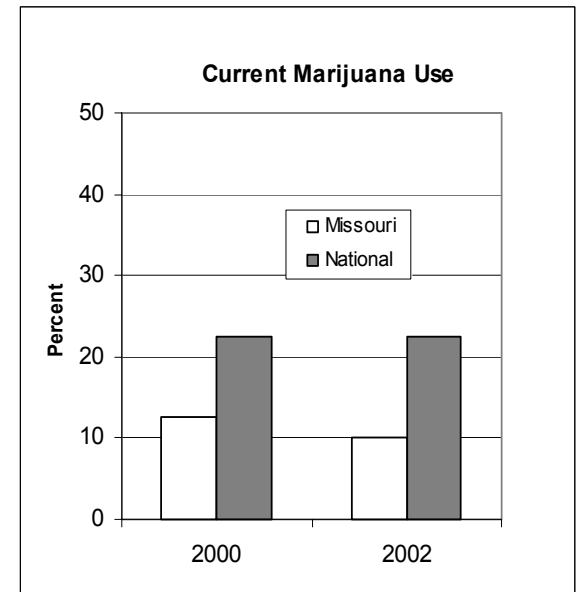
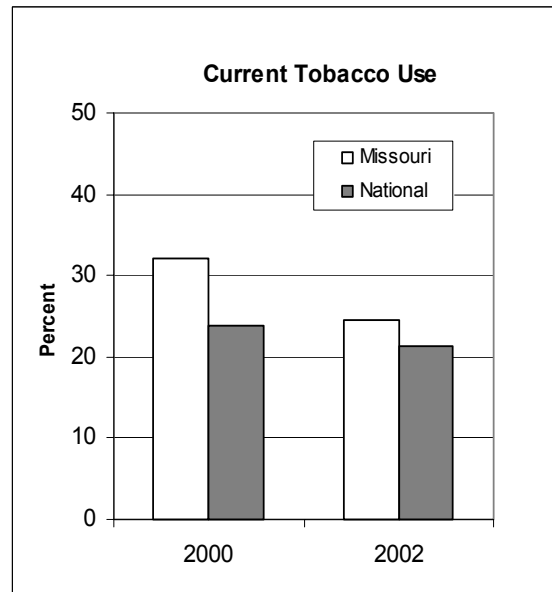
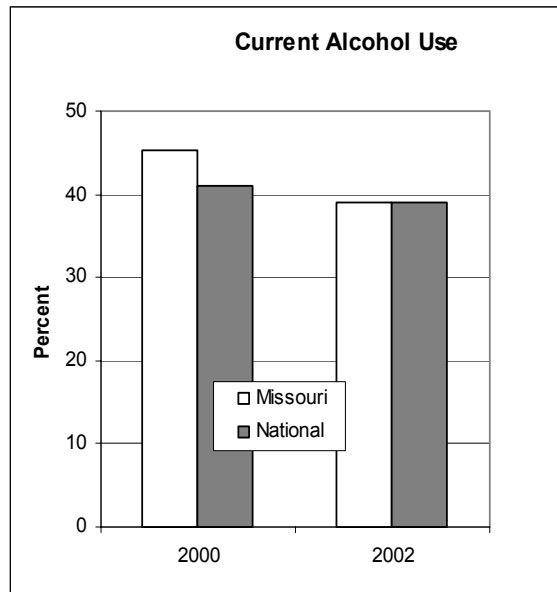


Why: This measure will help us decide the overall effectiveness of prevention and early intervention efforts.

DMH Core Value: **Prevention & Early Intervention**

ADA Measure: **Lifetime Use**

- Measure: Lifetime (ever used) use of alcohol, tobacco and other drugs by 10th grade students.

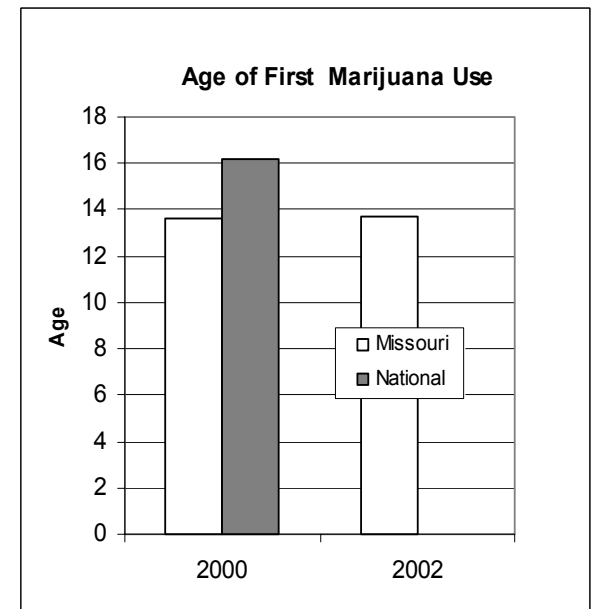
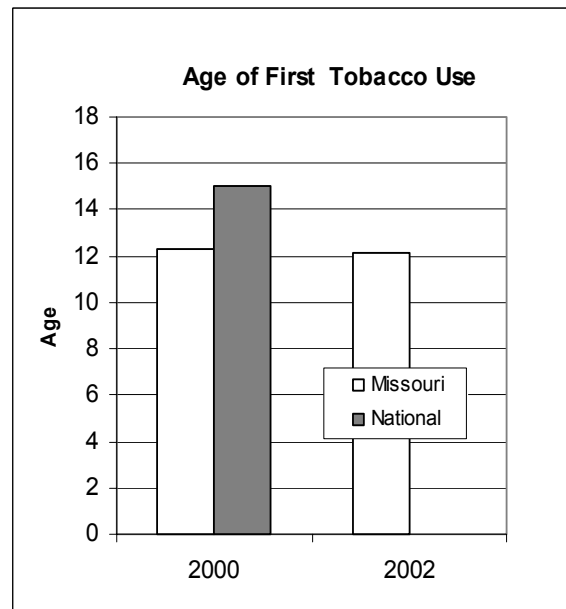
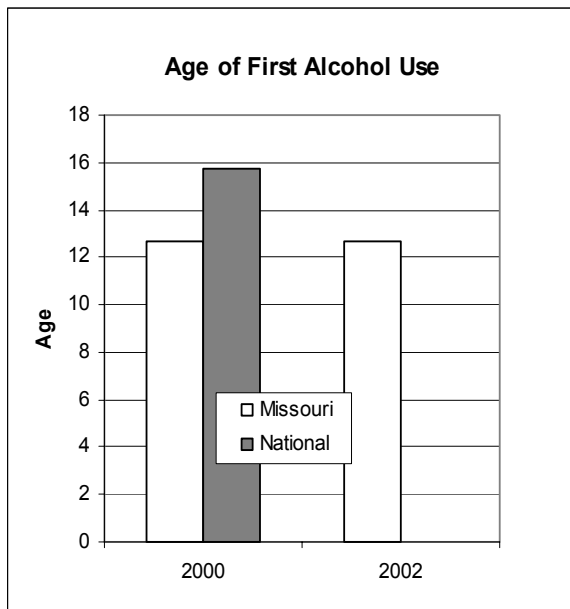


Why: This measure will help us decide the overall effectiveness of prevention and early intervention efforts.

DMH Core Value: **Prevention & Early Intervention**

ADA Measure: **Age of First Use**

- Measure: Average age of first use of alcohol, tobacco and other drugs.

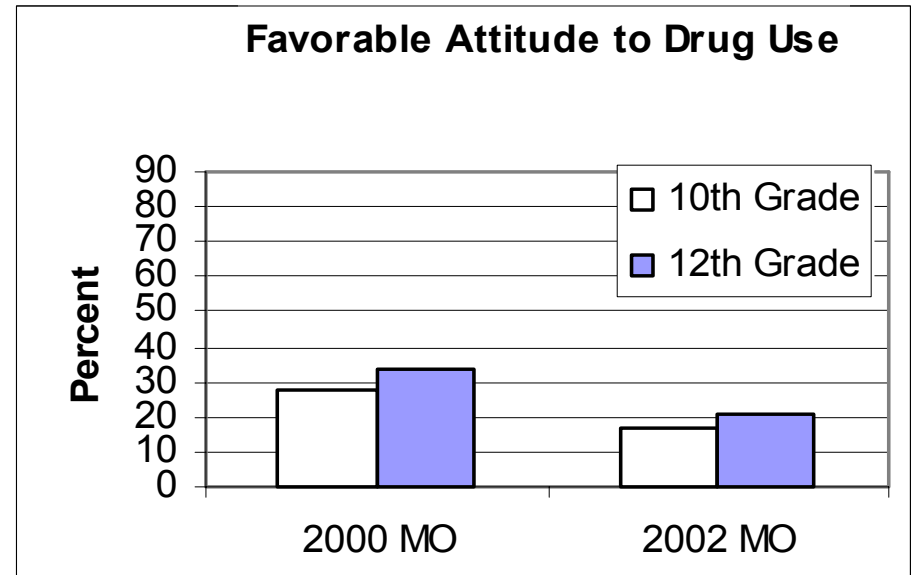
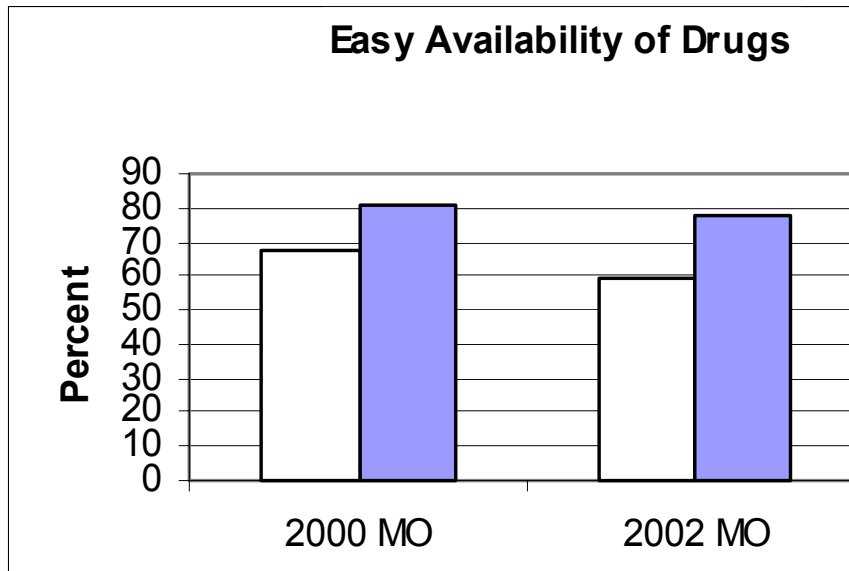


Why: This measure will help us decide the overall effectiveness of prevention and early intervention efforts.

DMH Core Value: **Prevention & Early Intervention**

ADA Measure: Attitudes

- Measure: Perceived availability of alcohol, tobacco, and other drugs; community norms and attitudes favorable to substance use.



Why: This measure will help us decide the overall effectiveness of prevention and early intervention efforts.



Performance Measures

- Next Steps
 - Develop goals or targets for each measure
 - Devise strategies to reach targets
 - Develop new measures based upon ongoing data analysis, stakeholder input, federal requirements, etc.—but always tied to DMH core values
 - Utilize new measurement technologies as they become available
 - **Outcomes Web**
 - **CIMOR**



Performance Measures

Examples of additional measures under development or awaiting new technology

DMH Core Value

ADA Measure

Easy Access

- Time between first contact and admission for treatment

Self Determination

- Criminal activity following completion of treatment
- Use of alcohol or other drugs following treatment

Caring, Competent Staff

- Staff competence and resources for dealing with trauma issues and co-occurring disorders

ADA in an Ideal World

Evidence-based prevention programs and activities increase the age of first use of alcohol and other drugs, as well as the prevalence of underage drinking, thereby reducing the number of Missourians with substance abuse disorders. . .

